

Instructions for service requests

Please contact the Cygate Service Desk concerning all matters related to networks, data protection, maintenance, and guarantees

Tel: +358 20 133 4411 & E-mail: servicedesk@cygate.fi

By following these instructions, you help us to serve you as efficiently as possible.

We kindly ask you to make sure that the request is related to the equipment, software, or services included in the Cygate service contract or the guarantee.

Please supply the Service Desk with the number of your valid service contract and the serial number of your equipment. The Service Desk will guide you after you contact us.

To initiate the service process, the Service Desk needs at least the following information:

- A clear description of the problem
- The serial number of the manufacturer (found on the stickers on the console, the body, or the cards)
- The serial number of the product (found on the stickers on the console, the body, or the cards)
- The specific composition of your set of equipment (cards, their product codes and serial numbers, memory details, and software)
- A description of the network
- Log files of the equipment
- Your contact information (name, phone number, e-mail address, and the location of the equipment)

If the service contract includes a quick response service (for example, four hours), the Service Desk should be contacted by telephone.

The Service Desk is open 24 hours a day, every day of the year (24/7/365).

Solving of the problem is initiated according to the agreed service level.

Spare parts service and guarantee service:

- In the event of fault in equipment, replacement products are sent in accordance with the delivery time specified in the service contract or according to the warranty clause provided by the manufacturer.
- Defective equipment is to be returned to Cygate in accordance with further instructions provided by e-mail.
- We kindly ask you to return the faulty equipment right away. The latest return date is one week after the replacement equipment has arrived.
- Equipment not returned is charged for, in accordance with the spare parts policy and our price list, after one month.

Returning faulty equipment:

- The equipment for return should be packed in the box in which its replacement was delivered.
- The ticket number (in the form 'RMAXXX') connected to the return should be marked clearly on the box of the product being returned.

Return address:

RMA
Cygate Oy
Metsänneidonkuja 6
02130 ESPOO

- In some cases, the return address differs from that mentioned below. In these cases, we will inform you of the correct return address separately.

Service classes

SERVICE CONTENTS	SERVICE CLASS								SAS/SAU
	Hardware				Software				
	BASIC-RTF	BASIC	EXPRESS NBD	EXPRESS 854	EXPRESS 2474	ONSITE NBD***	ONSITE 854***	ONSITE 2474***	
Service Desk 24/7	x	x	x	x	x	x	x	x	x
WebGate 24/7	x	x	x	x	x	x	x	x	x
Software upgrades	x	x	x	x	x	x	x	x	x
Technical support 8/5/NBD*	x	x	x	x	x	x	x	x	x
Technical support 8/5/4*				x	x		x	x	
Technical support 24/7/4*					x			x	
Return to Factory repair	x								
Spare part service 8/5/NBD**		x	x	x	x	x	x	x	
Spare part service 8/5/4**				x	x		x	x	
Spare part service 24/7/4**					x			x	
Expert Onsite 8/5/NBD						x	x	x	
Expert Onsite 8/5/4							x	x	
Expert Onsite 24/7/4								x	

* The service contract includes the technical support needed to resolve the problem. The maintenance service does not include technical consultation related to determining the proper settings for the equipment.

** The response time of the spare part service is calculated from when the faulty equipment is identified. Spare part is sent to the client within the response window. Spare part services with NBD response times are based on manufacturers NDS spare part process.

*** Onsite services can appear as independent service class and as an option for the other service classes.

Work included service's response time

Matter is urgent – and the work is included in the maintenance service's response time – when the Product is not functioning or its performance has decreased seriously. In other words, the fault in the Product under maintenance service agreement has a critical business effect.

In case the Customer requires information or assistance with Cygate's solutions or services, and the situation at hand doesn't concern a fault with a business effect, the service request will be processed within the normal working hours.